Electronic Acknowledgement Receipt			
EFS ID:	1790193		
Application Number:	10810663		
International Application Number:			
Confirmation Number:	1127		
Title of Invention:	Remote software support agent system		
First Named Inventor/Applicant Name:	Yassine Faihe		
Customer Number:	22879		
Filer:	Randy A. Noranbrock		
Filer Authorized By:			
Attorney Docket Number:	200312044-1		
Receipt Date:	18-MAY-2007		
Filing Date:	29-MAR-2004		
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Application Type:	Utility		

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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part /.zip	Pages (if appl.)	
1	Request for Continued Examination (RCE)	200312044-1-E-RCE.pdf	23218	no	2	
Warnings:						
This is not a USPTO supplied RCE SB30 form.						

Information:									
2	Fee Worksheet (PTO-06)	200312044-1-E-TransAmd.p df	21146	no	1				
Warnings:									
Information:									
3		4536-042_20070509_RCEa mdt.pdf	128257	yes	9				
	Multipart Description/PDF files in .zip description								
	Document Description		Start	End					
	Amendment Submitted/Entered with Filing of CPA/RCE		1	1					
	Claims		2	5					
	Specification		6	6					
	Applicant Arguments/Remarks Made in an Amendment		7	9					
Warnings:			<u> </u>	1					
Information:									
Total Files Size (in bytes): 172621									

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#### New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

### National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

#### New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.